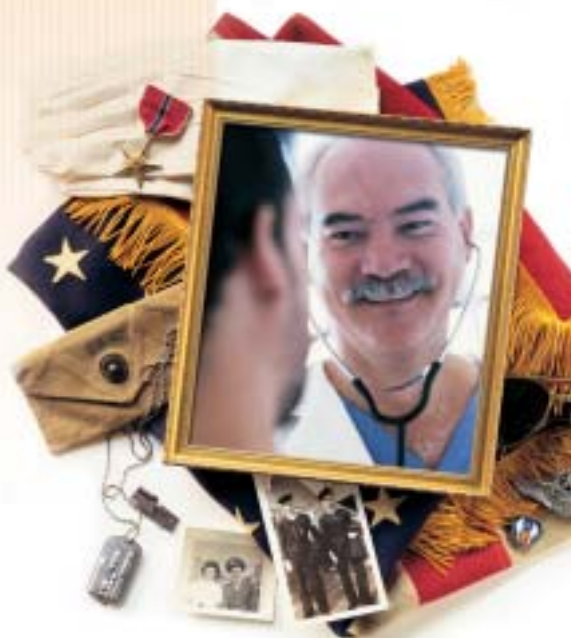


Patient Bill of Rights and Responsibilities

*A quick
reference guide*



Patient Responsibilities

As a patient in the military health system, you have responsibilities ...

Maximize Health

You have the responsibility to maximize healthy habits, such as exercising, not smoking, and maintaining a healthy diet.

Make Smart Health Care Decisions

You have the responsibility to be involved in health care decisions, which means working with providers in developing and carrying out agreed-upon treatment plans, disclosing relevant information, and clearly communicating your wants and needs.

Be Knowledgeable about TRICARE

You have the responsibility to be knowledgeable about TRICARE coverage and program options, including covered benefits; limitations; exclusions; rules regarding use of network providers; coverage and referral rules; appropriate processes to secure additional information; and appeals, claims, and grievance processes.

You also have the responsibility to:

- Show respect for other patients and health care workers.
- Make a good-faith effort to meet financial obligations.
- Use the disputed claims process when there is a disagreement.
- Report wrongdoing and fraud to appropriate resources or legal authorities.

Patient Rights

*As a patient in the military health system,
you have rights ...*

Getting Information

You have the right to receive accurate, easy-to-understand information through written materials, presentations, and TRICARE representatives to help you make informed decisions about TRICARE programs, medical professionals, and facilities.

Choosing Providers and Plans

You have the right to a choice of health care providers that is sufficient to ensure access to appropriate high-quality health care.

Emergency Care

You have the right to access emergency health care services when and where the need arises. You are not required to obtain prior authorization for care if you have reason to believe your life is in danger or you would be seriously injured or disabled without immediate care.

Participating in Your Treatment

You have the right to receive and review information about diagnosis, treatment, and the progress of your condition, and to fully participate in all decisions related to your health care. If you are unable to fully participate in treatment decisions, you have the right to be represented by family members, conservators, or other duly-appointed representatives.

Respect and Nondiscrimination

You have the right to considerate, respectful care from all members of the health care system at all times and under all circumstances.

An environment of mutual respect is essential to maintain a quality health care system.

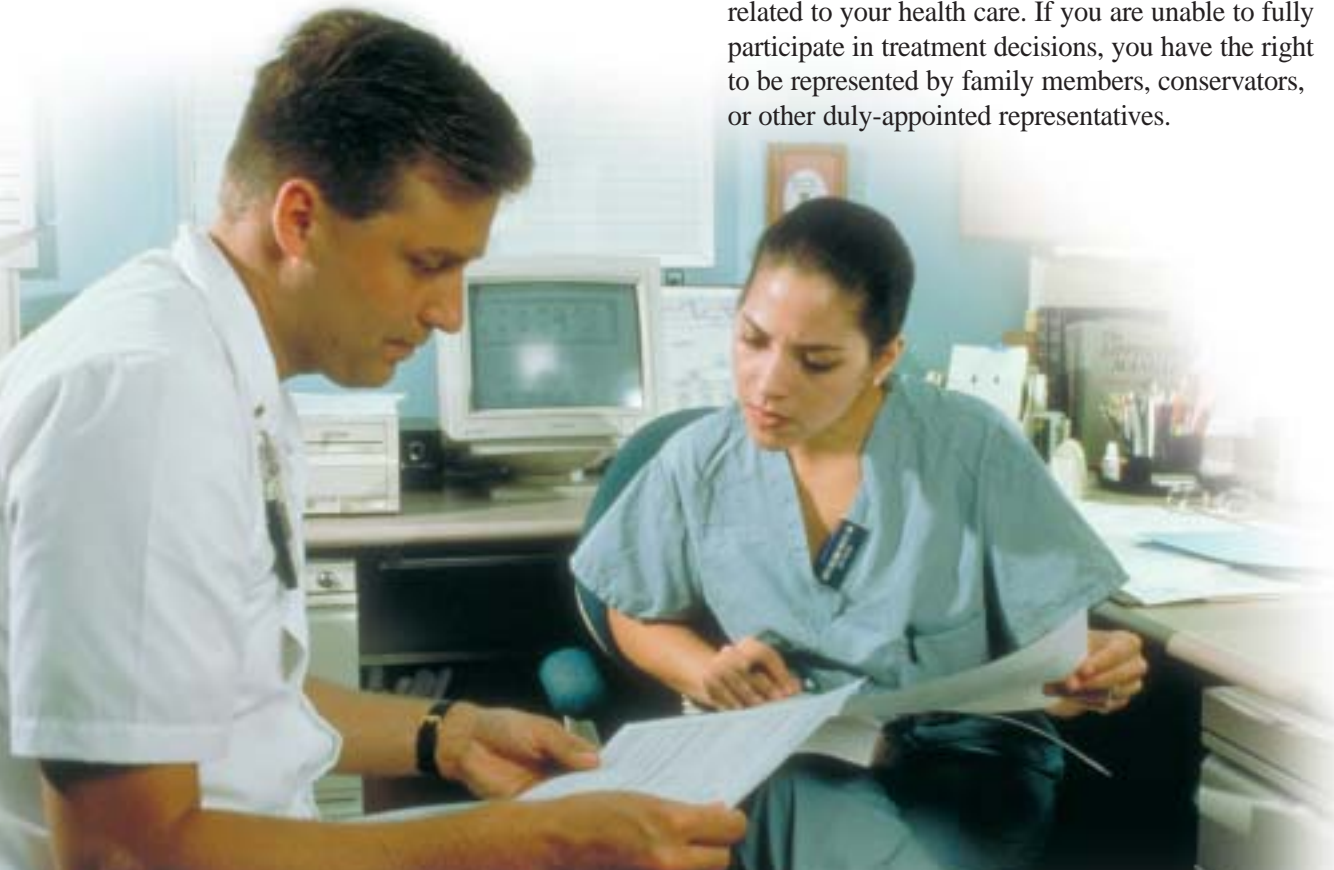
If you are eligible for coverage under the terms and conditions of TRICARE or as required by law, you must not be discriminated against in marketing and enrollment practices based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, or source of payment.

Confidentiality of Your Health Information

You have the right to communicate with health care providers in confidence and to have the confidentiality of your individually identifiable health care information protected. You also have the right to review and copy your own medical records and request amendments to your records.

Complaints and Appeals

You have the right to a fair and efficient process for resolving differences with your health plan, health care providers, and the institutions that serve them, including a rigorous system of review.



For more information about your rights, visit
www.tricare.osd.mil/patientrights.

For Information and Assistance

TRICARE North Region Contractor

1-877-TRICARE (1-877-874-2273)
www.healthnetfederalservices.com

TRICARE South Region Contractor

1-800-444-5445
www.humana-military.com

TRICARE West Region Contractor

1-888-TRIWEST (1-888-874-9378)
www.triwest.com

TRICARE Overseas

(TRICARE Europe, TRICARE Latin America
and Canada, and TRICARE Pacific)
1-888-777-8343
www.tricare.osd.mil/overseas

DEERS—Verify Eligibility

1-800-538-9552
www.tricare.osd.mil/deers

TRICARE Mail Order Pharmacy Program

1-866-DoD-TMOP (1-866-363-8667)
www.express-scripts.com/TRICARE

TRICARE Retail Pharmacy Program

1-866-DoD-TRRx (1-866-363-8779)
www.tricare.osd.mil/pharmacy

TRICARE Dental Program

1-800-866-8499
www.ucci.com

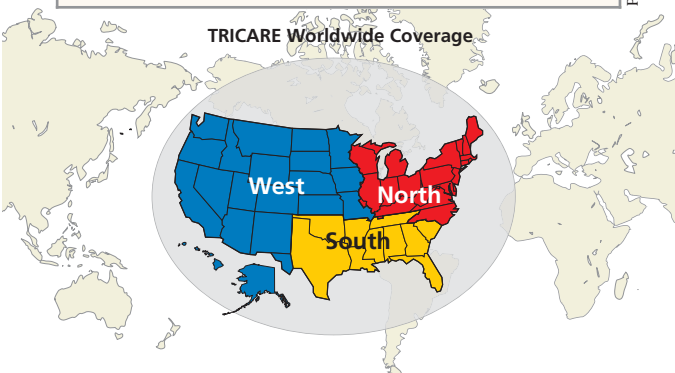
TRICARE Retiree Dental Program

1-888-838-8737
www.trdp.org

TRICARE Information Service

1-888-DoD-CARE (1-888-363-2273)
www.tricare.osd.mil

PA700901BET05041



An Important Note About TRICARE Program Changes

At the time of printing, this information is current. TRICARE policies and benefits are governed by public law. Changes to TRICARE programs are continuous, and new benefits are added regularly. For the most recent information, visit www.tricare.osd.mil.

Please provide feedback on this brochure at:
<http://www.tricare.osd.mil/evaluations/brochures>